# Course Feedback Surveys
## Instructor Instructions: End of Course

**NORTH ISLAND COLLEGE — NIC**

*This handout provides steps and visual examples about the NIC Course Feedback Survey service.* **Only instructors who opt in will have surveys sent to their students.** *All student survey responses are anonymous. Instructor summary reports go to the instructor. CTLI manages this service.*
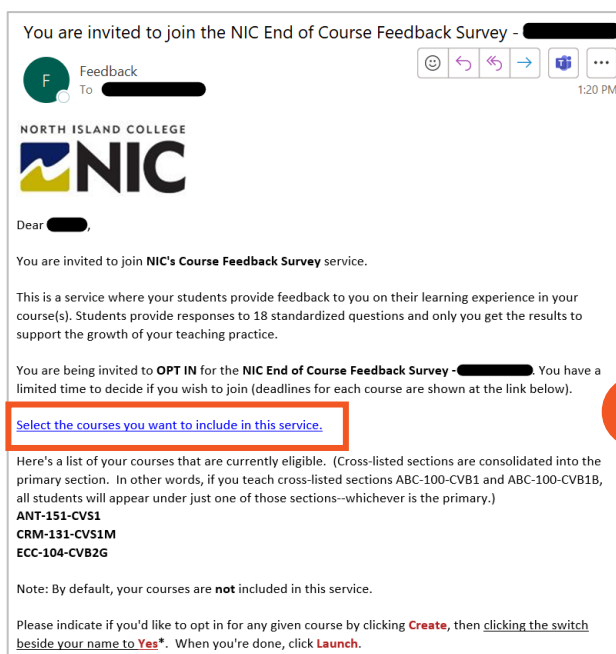
## 💡 STEP A: What are the details about the NIC Course Feedback Survey Service?

1. Instructors are emailed an invitation from **feedback2@nic.bc.ca** (*account CTLI manages*) that will look like the email example to the right.

2. **Course start and end dates** determine when instructors receive the email invitation and when students fill out the surveys, specifically:

   - The instructor invitation to **opt into** the Course Feedback Survey service is sent at **60%** of the course from the start date.

   - Instructors can opt in up to **80%** of the course from the start date. Once this (60-80%) 'opt in window' of time has passed, instructors can no longer opt into the service.

   - Only for courses opted into, students are invited to fill out a course survey at **85%** of the course from the start date.

   - The window of time for students to fill out the survey will end **3 days after** the course end date. Responses are always anonymous.

   - **10 days after course end date**, instructor feedback reports are emailed to instructors for courses with a response rate that meets a minimum threshold of 3 students.

### Example of an Instructor Email Invitation

You are invited to join the NIC End of Course Feedback Survey - ▬▬▬

**Feedback**
To ▬▬▬                                    1:20 PM

**NORTH ISLAND COLLEGE — NIC**

Dear ▬▬,

You are invited to join **NIC's Course Feedback Survey** service.

This is a service where your students provide feedback to you on their learning experience in your course(s). Students provide responses to 18 standardized questions and only you get the results to support the growth of your teaching practice.

You are being invited to **OPT IN** for the **NIC End of Course Feedback Survey -**▬▬▬. You have a limited time to decide if you wish to join (deadlines for each course are shown at the link below).

Select the courses you want to include in this service.

Here's a list of your courses that are currently eligible. (Cross-listed sections are consolidated into the primary section. In other words, if you teach cross-listed sections ABC-100-CVB1 and ABC-100-CVB1B, all students will appear under just one of those sections--whichever is the primary.)
**ANT-151-CVS1**
**CRM-131-CVS1M**
**ECC-104-CVB2G**

Note: By default, your courses are **not** included in this service.

Please indicate if you'd like to opt in for any given course by clicking **Create**, then clicking the switch beside your name to **Yes**\*. When you're done, click **Launch**.

**(1)**

### Example of a Survey Percentage Schedule

**(2)**

|  | % of course from start | estimated date +/- 1 day* |
|---|---|---|
| **Course start date** (per NIC Colleague) | **0%** | January 8 |
| Instructor opt-in period begins with invite email | **60%** | March 3 |
| Instructor opt-in reminder email #1 | **70%** | March 12 |
| Instructor opt-in reminder email #2 | **75%** | March 17 |
| Instructor opt-in period ends | **80%** | March 21 |
| **Student survey period begins** Student email sent only for opted-in courses | **85%** | March 26 |
| Student survey reminder email #1 | **95%** | April 4 |
| Student survey reminder email #2 **Course end date** (per NIC Colleague) | **100%** | April 9 |
| **Survey period ends** | **100% + 3 days** | April 12 |
| Instructor reports for courses with threshold of 3 responses created and instructor email | **100% + 10 days** | April 19 |

\* *The dates are estimates as the survey service works only on percentages to align with a variety of NIC course start and end dates.*
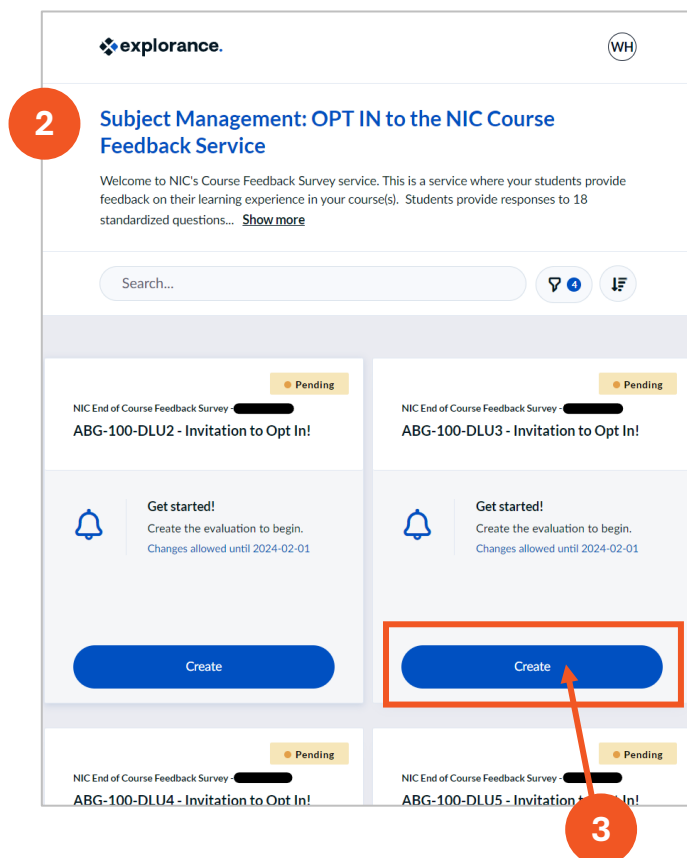
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### STEP B: How do instructors opt in course(s) to the NIC Course Feedback Surveys?

1. To join the Course Feedback Survey service, select the blue link in the instructor invitation email: "**Select the courses you want to include in this service.**" See image on previous page.

2. Instructors are in the **Subject Management** area. This is where instructors can opt in to one or more surveys for each course. Instructors can also monitor student response rates after surveys have been launched. If instructors see a low response rate, students can be encouraged to complete surveys.

**Subject Management Screen Example**



3. **To opt in a course**, select blue "**Create**" button. The course opt in window will pop up. It looks like the window to the right.



4. The first option is already switched to **Yes (green dot)** indicating that the course is eligible to be added to the service. **DO NOT** change this green button!

5. MUST DO! **Instructors must also opt in.** Instructors must change **No** beside their name to a **Yes**. There should be **TWO GREEN 'YES' dots** meaning both course and instructor questions will be on survey and instructors will get a report! *NOTE: If it says "Select Instructors" instead of one instructor name, see next page.*

6. A pop-up window will ask if, you're sure. Select "**Yes, I'm Sure.**"

7. Select the blue **Launch** button.

8. The survey won't launch until the survey period begins = **85% from start of course**. Students will be sent invitations to fill out. Instructors cannot change the survey dates.

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**NORTH ISLAND COLLEGE**
**NIC**

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**IMPORTANT:** **For course sections with more than one instructor listed!**

If an opt-in box has a **'Select Instructors'** link instead of just one instructor's name, this means **multiple instructors have been assigned to the course** in Colleague. It is important that all decide to **either 1) OPT in ALL instructors** or **2) OPT in NO instructor.** Coordinate with co-instructors to decide.

**TO DO:** Click the **'Select Instructors'** link to see who else has been designated as an instructor.
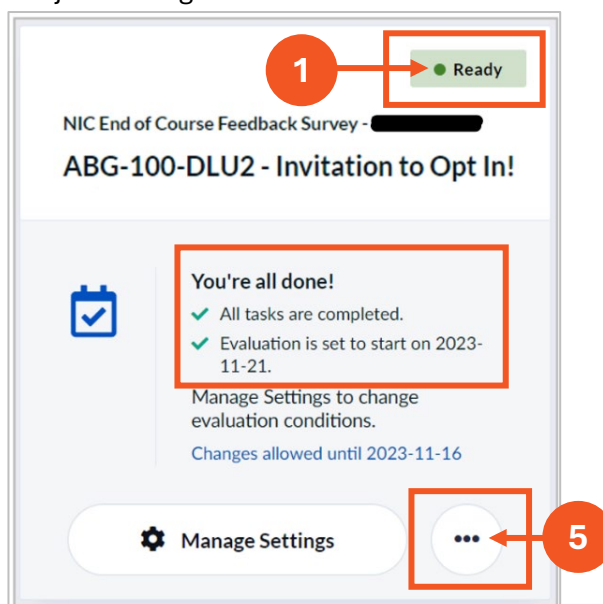
- If **all opt in**, **be sure one instructor slides the switch** beside each of the instructor names to **'Yes' \***.

- If **no instructor opts in**, then no action is required – **all instructors are opted out by default**.

**NOTE:** On survey reports, instructors will only see responses to the 5 instructor survey questions relating to their name - and never the responses for other instructors.

**\* CHAIR EXCEPTION:** *Some sections have a chair assigned as "Instructor" who does not teach that section. Beside the name of any such non-instructors, the switch should always stay on "**No**."*

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## STEP C: How do instructors finish and see how many students are responding?

1. The box for the course should now look something like the image on the right with the words **Ready** in green at top.

2. **Instructors should bookmark this screen or keep your invitation email handy**, as it will allow them to return and monitor student response rates (numbers of how many have completed the survey) once the survey has begun.

3. Instructors should continue **Opting In** for each course section following Steps A and B.

4. **If an instructor does NOT wish to opt in for a course or courses, then no action is required**. If the system receives no response, it will assume the instructor has opted out. No survey will launch unless an instructor **or a co-instructor** selects the **Launch** button.

5. If instructors wish to confirm who will be invited to participate in the survey, select the **three dots** in the bottom-right corner of that course's box. Then select "**View invitees.**"

6. When an instructor is finished they **close** the Subject Management tab/window.

**1** ● Ready

NIC End of Course Feedback Survey -

**ABG-100-DLU2 - Invitation to Opt In!**

You're all done!
✔ All tasks are completed.
✔ Evaluation is set to start on 2023-11-21.

Manage Settings to change evaluation conditions.

Changes allowed until 2023-11-16

⚙ Manage Settings          ●●● **5**

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*If you encounter any issues, please take a screenshot, note what you were doing when the issue arose, and send to the NIC Course Survey Feedback Team at feedback2@nic.bc.ca.*